



CV PERSONAL INFORMATION

Name: Özcan Şirin

Date of birth: 25.11.1974

Place of birth Kastamonu / Turkey

Gender: Male

Marital Status Married

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Managing the back and front of the Hotel, hiring, scheduling and training all employees, managing customer satisfaction by ensuring quality and hospitality satisfaction at all times, conferring with the head of the departments to design daily specials and seasonal activities, overseeing the cleaning and sanitation of all Hotel areas, generating revenue by promoting sales and controlling costs.

**2019 Golden Palm Awards Turkey,
The Best Hotel General Manager Golden Palm Awards**

SUMMARY OF QUALIFICATIONS

- More than twenty-five years' experience in the hospitality industry.
- Strong culinary and Beverage knowledge.
- More than Ten Years of experience managing large multi-cultural teams.
- Strong knowledge of Public Health requirements
- Accustomed to working in a multicultural environment and with guests from all over the world.
- A pleasant, professional and friendly attitude and appearance.
- Great knowledge of principles and processes for providing 5 star customer service and creating exceptional memories for guests.
- Good knowledge and use of the English language.
- Sound knowledge of principles and methods for showing, promoting, selling and up selling products or services to customers.
- Good play maker
- Extensive experience in coordinating an entire section and communicating with front and back of the house personnel to ensure smooth hospitality service.
- Great people management skills with the ability to train and develop others.

Languages:

- Turkish (native)
- English (Fluent in spoken, reading and writing)

WORK EXPERIENCE

Fiko Restaurants Qatar Doha
Pre Opening Regional Operation Manager
Oct 2021- Agst 2022 Qatar, Doha

Establishing equipment, operating systems of all restaurant areas.
Standards and the trainings that will ensure all the operations

Cher Hotel Istanbul

Concept and Pre Oppening Consulting as a GM

June 2020 - Sept 2021 İstanbul, Turkey

Establishing equipment, operating systems of all hotel departments and standards that will ensure the healthy and economical operations, food and beverage service areas, concepts and contents of the hotel investment, which was opened under my management as a 5-star hotel in the Beyoğlu region of Istanbul.

Thermemaris Health & Spa Resort

Concept and Pre Oppening Consulting as a GM

July 2019 - May 2020 Dalaman Turkey

Making Concept and providing training on all the department, the definitions theme of natural health resort especially on food and beverage services areas of the luxury hotel concept, the creation of the necessary equipment and standards for the provision of hotel services, and the establishment of service teams.

Butler Hospitality Technologies

Co Founder

Jan 2010 - May 2018

İstanbul, Turkey

Hotel Technologies such as using all the hotel facilities and the activities from the guest phone with 5 different language to present all the facilities of the hotel to save cost and to make higher revenue.

Titanic Hotels

Concept and Pre Oppening Consulting as a Director of Food and Beverage and GM

April 2018 - August 2019

İstanbul, Turkey

Working on the hotel operation operating systems, food and beverage service areas of the hotel group which serves in the Beyoğlu region of Istanbul which is active in the international hospitality market, serving with the theme of Turkish hospitality, the creation of the menu contents and the establishment of the staff, providing trainings

2019 Golden Palm Awards Best Hotel Chain Award

2019 Golden Palm Awards Best Hotel General Manager Award

Winner

Caprice Termal Palace Hotel Didim**Concept and Pre Oppening Consulting as a Director of Food and Beverage and Asst GM****May 2017 - April 2018**

Defining the concept of all hotel operations, espacially in food and beverage services in accordance with the guest portfolio with conservative service expectation in Turkey, creating the menus of the restaurant and beverage services areas, and providing trainings by establishing service standards.

Çırağan Palace Kempinski Istanbul**Restaurants Manager May 2000 - May 2016 (16 Years)**

My career adventure in which I managed on luxury segment in food and beverage services departments for more than 16 years at Çırağan Palace Kempinski İstanbul, the leading facility of the world's most established hotel group. During this experience, I had the opportunity to experience world- renowned concepts and trainings and gave professional training in the food and beverage departments for better international service standards.

Celebrity Cruises, Inc.**Waiter****April 1995 - Jan 2000**

Worked in the most established hospitality line in Celebrity Cruise Line group in America in luxury segment as a waiter, received various trainings and visited more than 20 countries in the world and received international upper segment food and beverage service experience, training and culture.

Dolphin Restaurant İstanbul Turkey (5 Years)**Waiter****Waiter 01 04 1989 - 01 01 199**

JOB KNOWLEDGE

- Excellent knowledge of Hotel Operations, including F&B, HK, FO, Animations, Culinary and Stewarding Management.
- Highly numerate and able to work comprehensively with spreadsheets and budgeting packages.
- Excellent command of both written and spoken English
- Experience in Bench-marking activities
- Experience in budget preparation, profit and loss statement analysis and forecasting
- Experience in Hotel capital expenditure preparation
- Experience in the administration of Hotel promotions
- Excellent forward planning and decision making skills
- Experience in performance Management
- Experience in dealing with a multi-cultural environment and people oriented
- Experience in developing teams and individuals
- Experience in quality driven projects
- Experience in change Management
- Strong background on Hotel cost control
- Strong background on Food and Beverage technical knowledge
- Excellent leadership skills
- Excellent organizational skills
- Good analytical skills
- Ability to handle pressure in a fast paced environment
- Excellent interpersonal skills
- Excellent communication skills whether verbal, written or non-verbal
- Excellent project Management
- Approachable, open minded and fair
- Flexible and with high energy level
- Able to work independently
- Able to allocate resources and trust others to take authority and responsibility
- Good at analyzing figures
- Possess macro-awareness and commercial awareness
- Able to facilitate change in the working environment for continuous improvement
- Possess a high level of customer service orientation
- **Excellent training skills to raise the staff efficiency**

Attended trainings & Taken certificates

- Diction and Effective speaking
- Train The Trainer Training Program
- Hotel Operation Management
- Food and Beverage Management
- Communication skills
- HK Service Standards
- Management and Marketing Strategies
- Human Resources and Education
- Budget Analysis Management
- Food and Beverages costing
- Reception and Front Office Services
- Communication and Customer Satisfaction
- Customer Behavior on Tourism
- Body Language
- Food Allergies
- Guest Satisfaction
- Flanbe (crepe suzette)
- Aged steak & beef
- Live Caesar salad & Sauce on Trolley
- Telephone Standards
- Kempinski F&B Standards
- Silver Corkscrew in Wine Education
- Chain de rotisserie has been served twice.
- Champagne training
- LQA training, (leading quality assurance)
- Spirits training
- Time management training
- Presentation Skills training
- Departmental Menu skills training
- Computer skills training
- Allergy intolerance training
- ISO 22000 training
- Health & Safety training

Computer skills:

Good at Word, Excel and Power point, Microsoft, Fidelio

Personal interests:

Cooking, Cycling, Swimming, Travelling, Working on Hospitality Technologies



